



Nemaha Valley Community Hospital

Volunteer Services Handbook



Nemaha Valley Community Hospital

MISSION

Nemaha Valley Community Hospital's mission is to provide personalized, compassionate healthcare while promoting wellness in the communities we serve.

VISION

Nemaha Valley Community Hospital will be recognized as a leading independent community-based hospital committed to our patients, their families, and the communities we serve by:

- **Excelling** in patient centered care through strategic use of technology and personalized, compassionate care;
- **Promoting** the health and wellbeing of our communities through education and resource development;
- **Creating** an organizational culture based on teamwork and accountability that values professional growth and individual learning; and
- **Measuring** performance based on financial stability, quality scores and compliance with best practices.

VALUES

C – Compassionate care, all the time, in every situation

A – Achieving excellence through accountability

R – Respecting the dignity of each patient and their family

E – Enriching the lives of those we serve by investing in education, technology and our staff

SLOGAN

People you know. Care you trust.

Volunteer Services

PURPOSE

The purpose of this organization is for charitable purpose and to render personal service to Nemaha Valley Community Hospital, its patients and community. Nemaha Valley Community Hospital Volunteer Services assist in meeting the mission of providing personalized, compassionate healthcare while promoting wellness in the communities they serve, and to support the Hospital Administrator and the Hospital Board of Trustees.

Volunteer Guidelines

1. Minimum Age: 14 years

2. Background Check: Nemaha Valley Community Hospital may conduct a background check to ensure the safety of patients, staff and visitors.

3. Suggested Annual Donation: All donations to the volunteer services program are invested back into the program to build a long-lasting service to our patients, their families and our volunteers. Suggested donations shall be payable to the Treasurer as follows:

Student	Suggested annual donation of	\$0.00
Active	Suggested annual donation of	\$10.00

4. Suggested Commitment: It is suggested that each active member provides **25 hours** of service annually and each student member provide **15 hours** of service annually.

5. Sign in when you arrive and sign out when you leave. There will be a binder at a designated location for you to sign that will keep track of your attendance and volunteer hours. This log may be checked frequently to ensure shifts are being covered.

6. Please notify the Volunteer Services Coordinator regarding a change of schedule, absence, or anticipated lateness. Volunteers may exchange shifts with another volunteer. Never feel guilty about absences due to illness. Your health is important to us, and you are protecting our patients and staff by not reporting to work with any infectious condition or fever.

7. Volunteers are encouraged to commit to a schedule when doing patient support and come to their volunteer assignment.

8. Dress professionally. All volunteers must abide by the Volunteer Dress Code Policy.

- Hospital provided logoed t-shirt
- Black, white, khaki or navy slacks or capris (no shorts)
- Nice denim jeans (any color)
- Casual shoes (no flip-flops)
- Name tag

9. Volunteers must not:

- Accept or ask for money or gifts from patients
- Solicit medical staff for professional advice
- Attempt to sell items to patients, hospital staff or a patient's family members
- Visit other areas of the hospital except in the course of their service
- Have friends or relatives (including children) visiting while on duty

10. Smoking is not permitted on hospital property. Smoking in any building will result in counseling and possible termination of position.

11. Safety: Volunteers are not allowed to assist patients with transfers of any kind. If a patient needs help to the bathroom or any other activity that requires them to stand or transfer the volunteer will request nursing staff to assist patient.

Volunteers are responsible for reporting any incident to self or patient involving injury however minor. Supervisors or other responsible staff should complete an **Incident Report** to record information. A copy should be submitted to the Volunteer Services Coordinator.

12. Lost & Found items should be turned in to the Front Desk promptly so callers to the hospital will know that the item has been turned in.

13. Infection Prevention: Volunteers will be given infection prevention training at the start of their membership and as needed. Personal Protective Equipment (PPE) might be required based on circumstances. Volunteers will be provided instruction and/or training when/if required.

Each day, health care workers are at risk of coming into contact with germs that can cause disease by spreading from person to person. To stop this spread, several infection prevention and control measures are put into place, guided by recommendations of the Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We are determined to make NVCH facilities as clean and safe as possible.

The number one thing we can do to prevent infection is the simplest - **practice hand hygiene**. Everyone who has patient contact **MUST** wash their hands or use hand sanitizer before and after contact with a patient or their environment. Don't be shy about reminding others of this requirement. Keep your nails short and trimmed. Whether you use soap and water or antiseptic, rub vigorously for 15 seconds.

Practice Hand Hygiene

- Before eating and after using the restroom
- Before entering and upon leaving a patient room or caring for a patient
- After handling a patient's articles or equipment
- Before leaving any clinical area such as the lab or physical therapy

Make every effort not to expose yourself to blood and body fluids. When working in a health care facility, we need to all be aware of ways that disease is spread and how to protect our patients and ourselves.

14. Volunteer Services Updates: Updates will be provided as needed via email. Occasionally articles will also be placed in the monthly Hospital newsletter. Minutes from both the group and board meetings will be sent via email to all members and available at the quarterly group meetings.

Volunteer Expectations

Nemaha Valley Community Hospital expects the following principles to be demonstrated in the care of our patients; of their families; of each other; and in our behavior as individual volunteers:

Integrity: As volunteers our actions will demonstrate compassion and honesty to all patients, families and coworkers at all times.

Stewardship: We will be trustworthy managers of the human, financial and natural resources entrusted to us.

Loyal: We will be steadfast in our loyalty to the organization and each other. Our work will be reflective of our dedication to the organization's mission.

Professionalism: We will promote courteous, conscientious, and businesslike behavior in the workplace.

Respect: We will show appreciation for our coworkers and will accept that while we are all working for the same purpose, we are all individuals. We will respect that as individuals our personal priorities and opinions may differ, but we will not allow that to interfere with our commitment to our mission.

Excellence: We will work together to provide a pleasant atmosphere for patients, their families, and our coworkers. We expect superior performance in our work and exceptional experiences from the services we provide.

Team: Regardless of department, position and shift we will work together to be one. We will each do our part to create a pleasant atmosphere for all; will be supportive of each other and will do whatever is necessary to care for our patients, their families, and each other.

Volunteer Opportunities

-What kind of help can I provide? -

There are many needs throughout Nemaha Valley Community Hospital where volunteers can provide service and make a difference. Our goal is to find the perfect fit—matching your interests with a need of ours.

Patient Support: Assist patients and staff in various inpatient and outpatient departments of the hospital and clinic through various activities.

Information Desk: Greet and provide information and direction to guests.

Plant Care: Water and indoor plant care as needed.

Vaccination Clinics: Assist hospital staff as needed.

Staff Appreciation: Supports staff and volunteers through coordinated activities.

Quilting, Knitting, Sewing: Make different items for hospital patients.

Grounds Maintenance: Trim bushes, clean up landscape, pick up grass clippings & trash.

Special Projects: Painting, front entrance support or whatever help is requested.

We welcome people of all ages 14 and up. Our volunteers are retirees, professional, homemakers, students and men and women of all backgrounds who live in surrounding communities.

Volunteers are very special people who have one common purpose – they want help others and make a difference.



VOLUNTEER HANDBOOK ACKNOWLEDGMENT

I acknowledge receipt of the Nemaha Valley Community Hospital Volunteer Services Handbook (“the Volunteer Handbook”). I understand that the information contained in the Volunteer Handbook constitutes management guidelines only, which may be added to, deleted, or changed from time to time at the discretion of Nemaha Valley Community Hospital.

I recognize that neither the Volunteer Handbook nor any other communication, either written or oral, made at the time of the commencement of volunteer work, or subsequently, is intended to in any way create a contract between Nemaha Valley Community Hospital and myself. I understand that my volunteerism is at-will and entered into voluntarily and may be terminated by Nemaha Valley Community Hospital or me at any time, with or without cause or notice.

I acknowledge that I have read the Volunteer Handbook, and I accept full responsibility for familiarizing myself with the policies contained in the Volunteer Handbook.

If I have any questions regarding the content or interpretation of the Volunteer Handbook, I agree to bring it to the attention of the Volunteer Services Coordinator.

Printed Name

Signature

Date

Volunteer Services Coordinator

Date

Revisions: 09-24-2018, 05-26-2021